



## DAP USER GUIDE FOR MAP LENDERS

### APPENDIX F – MULTIFAMILY HOUSING HELP DESK

#### TABLE OF REVISIONS

Release Number	Release Date	Revision Date	Comments
1.4.7	November 2002	November 2002	Baseline
1.5	March 8, 2003		No revision
1.5.1	March 31, 2003		No revision
1.5.2	September 22, 2003		No revision
1.5.3	November 2003		No revision
1.5.4	December 2003	December 2003	Format, content and consistency changes; no operational changes
1.5.6	April 2004	April 2004	Changed Help Desk telephone number



# Multifamily Housing Help Desk



**Hours:** Between 9:00 AM and 8:00 PM ET

**E-mail:** [DAP@HUD.gov](mailto:DAP@HUD.gov)

**Phone:** (800)767-7588

**DAP web page:** [www.hud.gov/offices/hsg/mfh/map/maphome.cfm](http://www.hud.gov/offices/hsg/mfh/map/maphome.cfm)

## Technical Problems

1. Check with your IT staff to be sure that the LAN is not down.
2. Check the User Guide for instructions on the process for which you are having a problem.
3. *If You Still Need Help*; Send an E-mail message to the DAP Help Desk ([dap@hud.gov](mailto:dap@hud.gov)). Include the following information:
  1. A picture of the screen containing the error message in the E-mail message.
    - To create a screenshot:
      - Click the Print Screen button on your keyboard to take a picture of the screen.
      - Place your mouse in the e-mail message and press Ctrl + V to paste the screenshot.
  2. Describe the problem you had and include the sequence of events leading up to the problem. Be sure to note the window, tab, and field you were in and the type of entry (data field, check box, note box, etc.) you made immediately prior to the problem.
  3. Your Name, Company/Organization Name and Phone Number.
  4. Type “Problem” with the MAP ID or FHA/Pjt # as the subject.

### OR

If you need immediate assistance, call the Help Desk at (800)767-7588 .

## Comments and Suggestions

Forward your comments and suggestions [DAP@hud.gov](mailto:DAP@hud.gov). Include your Name, Company/Organization Name and Phone Number in the message. Your E-mail subject should be entitled “Comment” or “Suggestion.”